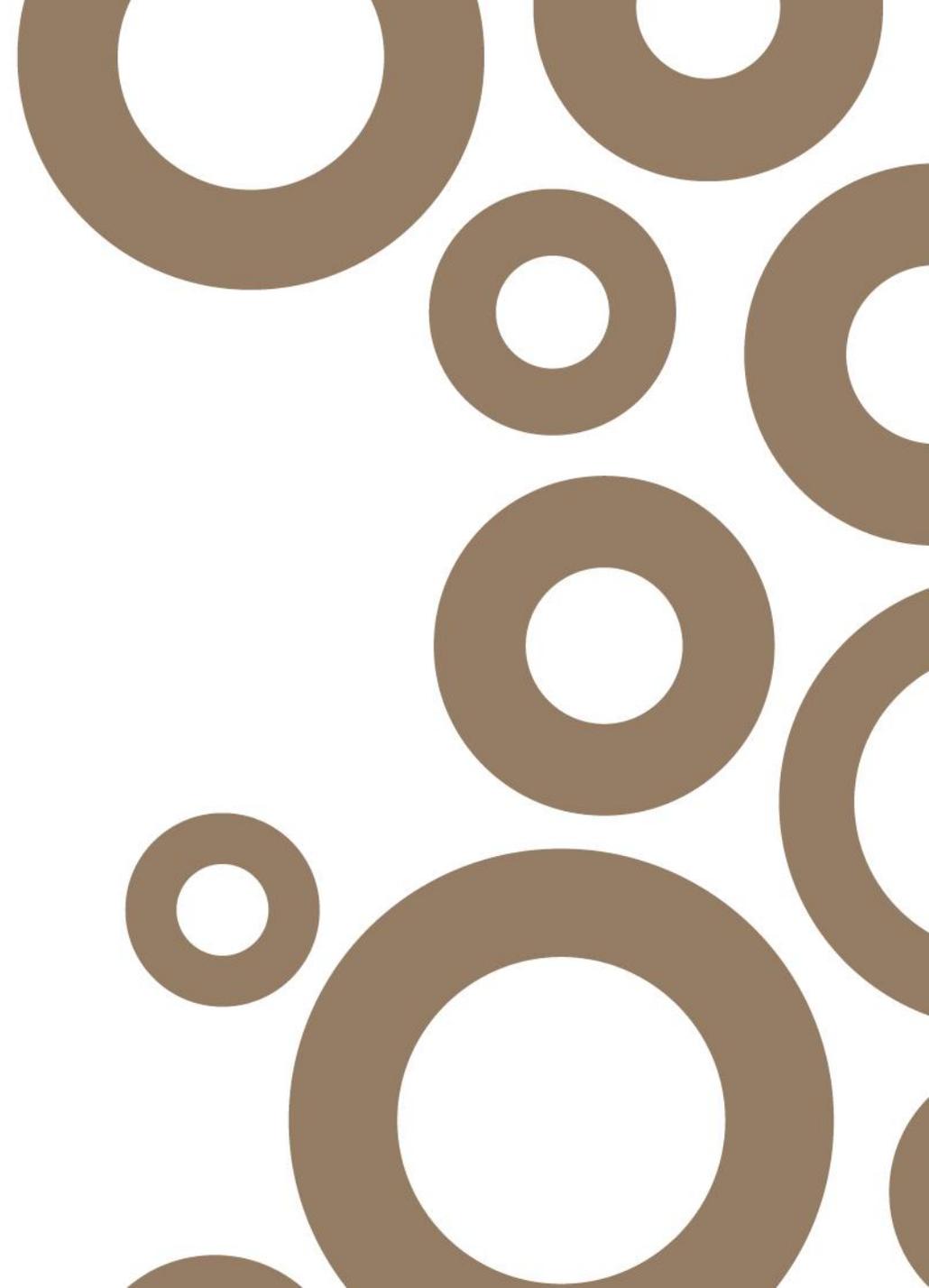


# The Racecourse PASS System

Your how-to guide



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The Privilege Access Swipe System (PASS) allows you exclusive complimentary racecourse access on account of your investment into the sport.

The system is designed to ensure you can have quick and easy access to racecourses when required and also helps racecourses to enhance your raceday and pre-arrival experience.

This **8-step guide** demonstrates the simple method to effectively use the system. This helps you take control and reserve badges for yourself and your guests before enjoying a trip to the racecourse.

We look forward to welcoming you to a racecourse soon. Your raceday experience starts with PASS.

# Registration



**STEP 1** You will have received a registration email from [support@rcapass.com](mailto:support@rcapass.com) entitled 'RCA PASS – New User Registration'.

If you cannot find your email please check your junk folder. You may want to add [support@rcapass.com](mailto:support@rcapass.com) to your safe senders list.

Please click the link as shown in the sample email in fig.1.

**STEP 2** You will then be taken to the homepage of the PASS website and asked to create a password.

This can be anything you like, just make sure it is something unique and memorable.

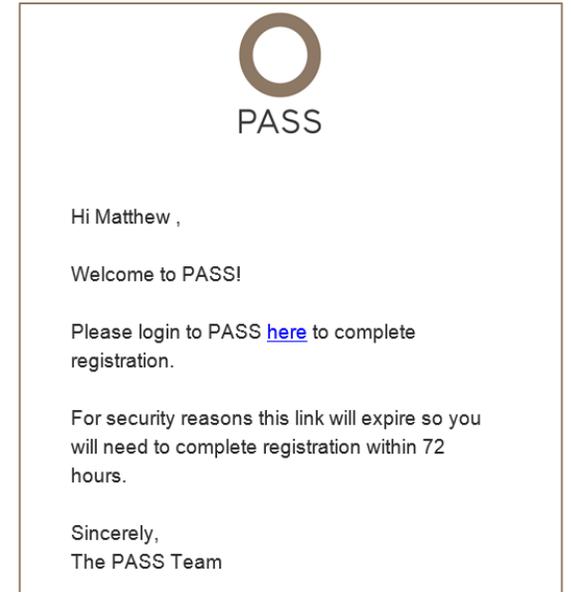


Fig. 1– sample registration email from PASS

# Logging In



**STEP 3** Open your internet browser and go to [www.rcapass.com](http://www.rcapass.com)

**STEP 4** Enter your unique log-in details. As a reminder:

- Your username is your email address
- Your PASS membership number is the number printed on the FRONT of your card
- Should you need to reset your password, simply click 'forgotten' and a reset email will be sent to your registered email address from Weatherbys.

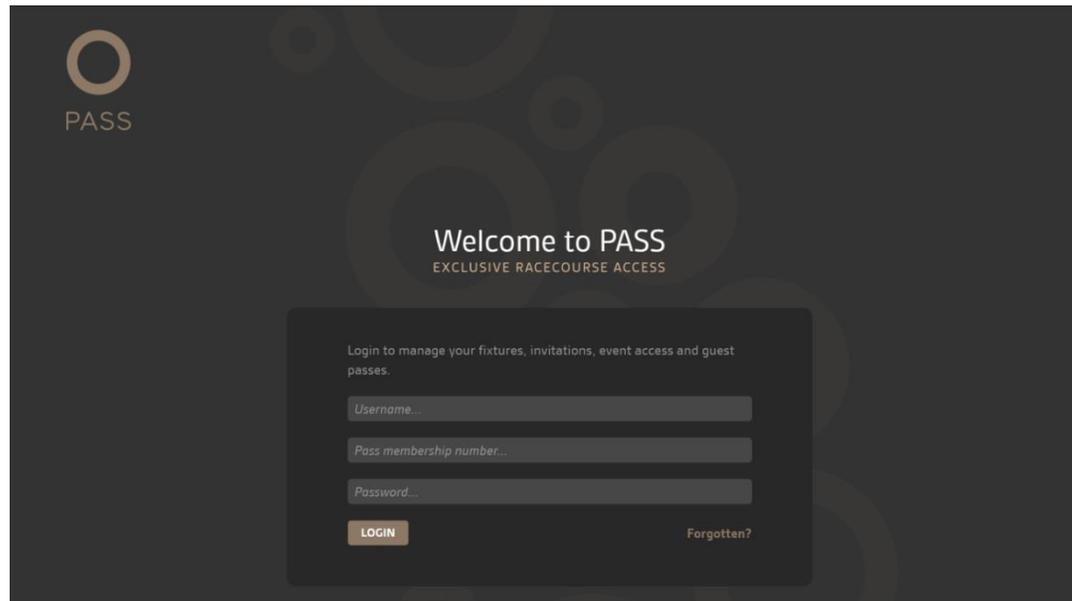


Fig. 2– the log-in page for PASS

# Your Fixtures



**STEP 5** Once logged in, you will find a list of fixtures where the scheme applies (Click on 'all fixtures').

You must only attend the fixtures under the badge schemes if you are not already attending as an Owner with a runner.

Press 'More' next to relevant fixture.

An example of this screen is shown in Fig. 3 below:

The screenshot shows a web interface for 'Fixtures'. At the top, there is a navigation bar with links for 'FIXTURES', 'RACECOURSES', 'CARD SERVICES', and 'HELP DESK', along with a search icon and the text 'Search'. Below the navigation bar, the page title 'Fixtures' is displayed. Underneath, there is a section for 'Forthcoming Fixtures' with two radio buttons: 'My Fixtures' (selected) and 'All Fixtures'. Below this, there are two legend items: 'Active' with a teal square and 'Abandoned' with a red square. The main content is a table with the following columns: 'RACECOURSE', 'DATE', 'TYPE', 'START TIME', 'BADGES ALLOWED', 'BADGES TAKEN', and 'STATUS'. There are two rows of data. The first row is for 'Uttoxeter' on '06/07/20', a 'Jump' event at '12:55', with '2' badges allowed and '1' taken, and a status of 'Declared'. The second row is for 'Stratford-on-avon' on '08/07/20', a 'Jump' event at '12:15', with '2' badges allowed and '2' taken, and a status of 'Declared'. Each row has a 'MORE' button to its right. At the bottom of the table, there is a pagination control showing '1' in a box, with arrows for navigation.

Fig. 3– sample page showing your fixtures

# Badge Scheme Members Attending



**STEP 6** The badge scheme member should tick the ‘attendance’ box to confirm they plan to attend the fixture. You must complete this before adding your guest's information (if available). This will be available until 4pm the day before the relevant fixture, after which time it will close.

The information requested will depend on the information that racecourses are required to collect in line with Government or local protocols. Mandatory fields are marked with \*.

All data will be collected and stored in line with PASS Privacy Policy.

An example of the ‘Attendance’ tab is shown below at Fig. 4.

A screenshot of a web form titled "Attendance". The form contains a checked checkbox with the text "I will be attending this fixture". Below this is a label "Agreement to Code of Conduct:" followed by an unchecked checkbox. At the bottom left of the form is a brown "SAVE" button.

Fig. 4– sample page showing attendance form

# Adding Guests



**STEP 7** If an additional badge is available for a guest, you will be able to add this once you have confirmed that you plan to attend the fixture.

To make the system as effective as possible, it is encouraged that you include the e-mail address and/or mobile number for your guests. You should then ensure you send your guests an email containing a print at home ticket, and a link to additional data collection - simply press 'Send' once the guest has been added.

An example of the 'Add Guest Badge' tab is shown below at Fig. 5.

#	NAME	EMAIL	MOBILE			
692€	<input type="text" value="Test"/>	<input type="text" value="Test@PASS.co.uk"/>	<input type="text"/>	<input type="button" value="SAVE"/>	<input type="button" value="DELETE"/>	<input type="button" value="SEND"/>
692€	<input type="text" value="Test"/>	<input type="text" value="Test@PASS.co.uk"/>	<input type="text"/>	<input type="button" value="SAVE"/>	<input type="button" value="DELETE"/>	<input type="button" value="SEND"/>

Fig. 5– sample page Add Guest tab

# Guests

**STEP 8** Guests will receive an e-mail with a print at home ticket, and a link to additional data collection.

The information requested will depend on the information that racecourses are required to collect in line with Government or local protocols. Mandatory fields are marked with \*.

All data will be collected and stored in line with PASS Privacy Policy

If guests do not complete this process it will slow down their entrance as data will need to be collected at gate

An example of the 'Guest' tab is shown below at Fig. 6.

A screenshot of a web page for guest verification. The page has a dark background with a subtle pattern of overlapping circles. In the top left corner, there is a small PASS logo. The main heading is "Welcome to PASS" with the subtitle "EXCLUSIVE RACECOURSE ACCESS". Below this is a "Verification" section with the instruction "Please provide the following details for your Guest Badge" and a note "At least one of Email Address and Mobile must be provided". The form contains several input fields: "Email Address \*", "Mobile \*", "Postcode \*", "Mode Of Transport \*", "Address \*", and "Date Of Birth \*". At the bottom of the form is a checkbox for "Agreement to Code of Conduct \*" and a "SUBMIT" button. The footer contains copyright information: "© Copyright 2016 RCA Ltd. Terms of Use Privacy Policy Cookies Policy" and "Powered by Sports Fusion. Designed by Studio Tangorins."

Fig. 6– sample page for guests

## FAQs



### **One of my guests will be under 18, what are the requirements?**

All guests, including under 18s, must be included within the badge allocation.

### **How can I contact the Racecourse if I have a further query?**

You can contact the racecourse by submitting an enquiry to them for the relevant fixture via the PASS System. Alternatively, please contact the racecourse directly using the information provided on their website or within the PASS Welcome Booklet which accompanied your PASS Card or can be downloaded from <https://www.rcapass.com>

## Contact & Further Support

Weatherbys run the PASS help desk which is open Monday-Friday from 9am-5pm to help with any problems with the system.

The help desk can be contacted on:

T: 01933 270333

E: [pass@weatherbys.co.uk](mailto:pass@weatherbys.co.uk)

